



**Aging and Disability Resource Center's
(ADRC) Governing Board
Meeting Minutes
May 17, 2022**

A quorum of the **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, May 17, 2022. Members and attendees joined the virtual meeting with video conference and conference call options (computer or telephone).

Board Members Present:

Pat Bruce, *Chair*
William Meunier
Cindi Pichler
M. Kent Mayfield
Tracie Horton
David Lillich, MD

Board Members Excused:

Rachael Bush, Vice-Chair
Debra Jupka
Kiran Sager
Colleen Galambos, Ph.D., DSW
Brennan O'Connell

Milwaukee County Staff:

Schinika Fitch, *County Executive's Office*
Andrew Bethke, DHHS
Shakita LaGrant-McClain, DHHS
Marietta Luster, DHHS
Jon Janowski, DHHS
Vonda Nyang, DHHS
Dan Idzikowski, DHHS
Rebecca Schmitt, DHHS
Sara Truse, WI DHS
David Muhhamad DHHS
Kayla Stinke DHHS

Attendees from the Public

Henry Ross
Levy Stein

MINUTES

I. CALL TO ORDER AND ROLL

Chairwoman Pat Bruce called the meeting to order at 9:34 a.m. The Department of Health and Human Services (DHHS) Aging and Disability Resource Center's Executive Assistant, Christel Colorado, took roll call.

II. STAFF CHANGES AND INTRODUCTIONS

Chairwoman Pat Bruce discussed changes to the agenda, name changes on two items. Item number three is Information and Assistance rather than Outreach and Marketing. Item 5A is Mental Health Reporting Update.

III. REVIEW AND APPROVAL OF THE APRIL 5, 2022 AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve April 5, 2022, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Mayfield Moved, Meunier Second.)

IV. ADRC INFORMATION AND ASSISTANCE

a) DHHS, AGING AND DISABILITIES Kayla Steinke Information and Assistance Supervisor

Kayla Steinke presented an Information & Assistance PowerPoint. Kayla pointed out that the I&A aligns perfectly with the mission, vision, and values of the DHS as well as being part of the No Wrong Door. The Information and Assistance team plays a key role to move forward with the goals of empowering safe, healthy, and meaningful lives by connecting older adults and individuals with disabilities to resources that promote independence and inclusion. Ms. Steinke mentioned the Core Services of the ADRC, in which I&A is the front door to all. Role of an I&A was discussed, making sure I&A staff targets populations needs by providing accurate information and assessing client's needs. Most convenient way for customer to reach an I&A team member is by a phone call, a walk-in visit, by email and lastly by a professional referral within a nursing home and or hospitals. Most frequent topic calls include transportation, food, home care etc. I&A members also complete referrals for Meals on Wheels, The Milwaukee County Older Adult Transportation

Service, and most of the Core Services programs. Supervisor Steinke spoke about ongoing training with staff. Staff meets monthly for a one-on-one, to review individual data and case notes. A monthly I&A meeting is also coordinated with staff to review new policy changes and procedural updates. A monthly resource meeting is also held with guest speakers to discuss services and resources through various community partners in Milwaukee County area. Lastly new staff members meet monthly to prepare them for the AIRS exam. I&A Quality plan's measures success by the number of incoming calls, percentage of calls answered, average time in queue, length of calls, and customer satisfaction surveys. Supervisor Steinke wrapped up the Power point discussing Focus Areas for 2022. Current focus areas are ongoing support and training to staff due to the ADRC integration, establishing the advanced I&A professional role, increasing call observations skill training, updating the I&A Policies and Procedures documents, exploring options make ADRC more accessible to Milwaukee County residents.

Board member Lillich commented/reinforced that having online referral can and is very beneficial to nurses and doctors. Even a phone call can be problematic for a customer. Chairwomen Pat Bruce asked if ADRC continues to use 211. Supervisor Steinke let the board know that 211 would answer the phone when closed or in meetings but would not take referrals. 211 would take calls and forward over to a Information & Assistance staff member for follow up. Suggests that clients should call the ADRC and leave a message unless they need immediate assistance. Current hours of ADRC are 8-4:30, with some staff working up until 4:45.

Chairwomen Pat Bruce mentioned that representation of mental health is needed on the board. Kayla Steinke will reach out to Pauline Young; Marietta Luster will be reaching out to Amy Lorenez from behavior health services to seek the best representation for the board. Levi Stein asked about working with NAMI, the National Alliance for Mental Health. Becky Schmitt will try to connect NAMI.

V. ADRC GOVERNING BOARD ROLES AND DUTIES

- a) Chair Reports: Pat Bruce, ADRC Chair**
- b) 2021 ADRC Listening Sessions and survey wrap-up and plans for 2022, Debra Jupka, and Vice- Chair Rachael Bush:**

Both Debra Jupka and Vice Chair- Rachel Bush were not able to attend the meeting to address the ADRC Listening Sessions report. However, members received the report via email. Chairwomen Pat Bruce gave a few updates. There will be a in person session for Transitional Services for Students in September at the Hamilton High School. Brennon and Deb are currently working with the Wauwatosa and Milwaukee system. The Listening Sessions will continue with surveys, with an updated language combined of

the ARC and DRC now ADRC. Becky Schmitt will work on integrating the language. The virtual session will once more be held by Independence First, currently waiting on Cindy to be notified of the date and time. Chairwomen Pat Bruce mentioned she is currently working with two individuals that are trying to identify people who have used, would like to use, are afraid using these services. Levy Stein director of Friendship Circle has a staff leader who runs a monthly support group of moms who have kids with disabilities, with could make a valuable listening session. Chairwomen Bruce and Levy Stein will connect to present more information in the next ADRC meeting.

c) Identifying Gaps in Services,

Marietta Luster ADRC Director and Chairwoman Pat Bruce:

Director Marietta Luster discussed the dashboards that were sent to board members. The top five contact topics for April were Public Benefits LTC 4,547, Public Benefits other 1,437, Home Services 1002, Insurance 914, Health 754. Unmet needs for the month were housing 6, Home Care Nonmedical 2, Transportation 2. There has been a slight change in previous month, and no formal complaints in March or April.

Informed board about staffing, a total of 5 vacancies since last report was given. Two Option Counseling vacancies and one Advanced Option Counselor vacancy. We had two Option Counselor starting in April. There will be two I&A vacancies after staff departs in May. There has been one I&A position posted and closed on May 16th.

d) COVID-19 Vaccine, Access Supplemental Funding, Marietta Luster, ADRC Director

Director Marietta Luster shared s DRC event, the Brain Health Resource Fair featuring information and resource around the brain, health memory loss and dementia. Resource fair will be at Washington Park. Tuesday, June 21st, 2022. The DRC continues to work the Aging Unit and public health departments to spend \$200,000 in the COVID vaccine grant. Director Marietta Luster mentioned how they are trying to focus on education and making people know that is safe to do, as well as to make sure the funds are inclusive. Board member Mayfield suggested to use the Senior Centers for sharing information and resources management. Bekki Schmitt mentioned Andy Bethke, an Outreach Social Worker who is on rotation at the five senior centers.

Director Marietta Luster updated the board regarding Rachel Kaheny-Frank position. The director position will be posted on Milwaukee County website,

anyone including internal employees and public will be able to apply. There will be a two-step interview process. Director Marietta Luster asked the board if anyone was interested in sitting in the interview panel with them, to please reach out to her if interested. Chairwomen Pat Bruce indicate that she would be interested.

VI. SPECIAL REPORTS

a) Mental Health: Quarterly Report – Mental Health Services & LTC

Chairwomen Pat Bruce notified the board that Mary Neubauer was no longer serving the board. She thanked Mary and let her know with the ADRC integration, they were going a different route. Chairwomen Pat Bruce asked the staff for any reporting to include any mental related topic. Director Marietta Luster, Levy Stein are working on possible candidates to bring on the board for the mental health report.

b) Department of Health and Human Services, Shakita LaGrant-McClain, Director DHHS, David Muhammad DHHS

Director David Muhammad gave a quick update on behalf of Director Shakita LaGrant. No major updates to this meeting. Asked the board if they had questions on previous topics. Chairwomen Pat Bruce asked if the services from Watertown Plank changed to a new hospital? Director David Muhammad commented that the Granite Hill Hospital is open with 10 patients. They should have a capacity of 100 patients. Watertown Plank Rd location is still open and ramping up for Granite Hill and the Mental Health Emergency Center. Which will open September 6th, 2022. Director Muhammad commented that BHD staff will soon transition to the Coggs facility.

c) County Executive's Office Report and Board Membership Update, County Executive Office, Schinika Fitch, Director of Community Relations

Director Schinika Fitch gave an update on the board members. Levi Stein will go before the committee on May 18th. Other member Henry Ross will be out forward next month.

Director Fitch also updated the board that May is Mental Health Awareness Month. Milwaukee County has highlighted available resources to communities most vulnerable populations both youth, young adults, and children. As a result of that, the County Executive had the opportunity on May 3rd, in recognition of Children's Mental Health Awareness Week, part of

the Community Health and Healing Series along with Wrap Around Milwaukee to visit student at Ronald Reagan High School. They were able to speak to County Executive the work they're doing how they encourage their peers get the support and help they need. Share how insight about mental health and how mental health impacts their lives. Director Fitch will have Christel distribute more information on that and provide updates on upcoming events for the Healthy County Challenge. A great way to enjoy the Milwaukee County Parks, there's been a hike, 3K walk, Earth Day clean up, bike ride and adaptive golf.

d) Aging and Disabilities Services Administrator, Marietta Luster.

Supervisor Kayla Steinke reported on behalf of Administrator Marietta Luster. Technology report, no update but still work in progress. Bill Meunier will reach out to Marietta Luster regarding the technology report.

e) Public Ally membership recruitment update, Marietta Luster, Administrator

Supervisor Kayla Steinke reported on behalf of Administrator Marietta Luster. Public Ally membership recruitment, no update but still work in progress.

f) DHHS Aging and Disability Services Aging Unit, Jon Janowski, Director

Supervisor Kayla Steinke reported on behalf of Jon Janowski. The Leadership Day events on May 10 through May 12 went well. They had 22 attendees including the most of the Commission on Aging members. Older adults received plenty of information from various county administrators and elected officials. They also had the opportunity to voice their opinions to state legislative. A big thanks for Dan Idzikowski for organizing the event and Christel Colorado for her logistical support. A thank you for DHS outreach team for promoting the event and Director Shakita LaGrant-McClain for providing the opening remarks.

The Aging Unit is continuing to spend down the first ARPA Older American's Act allocation. There is a lot of nutrition funding to spend down as well as funding for supportive services. The Aging Unit is working with the Commission on Aging Advisory Council and Commission members to come up with initiatives to spend down the first allocation of \$2 million dollars. Are expected to receive another \$2 million dollars in the call, but the funding much be spent by the end of 2024.

May is National Older Americans month and Milwaukee will be celebrating by

many ways. On May 25 National Senior Health and Fitness Day event, will be scheduled at all five-county owned senior centers. Please reach out to Bekki Schmitt for any questions. DHHS is organizing a Wellness Symposium on August 4th at the Wilson Park Senior Center. DHS is organizing Elder Abuse Awareness Day on June 15, 2022, as well as a Brain Health and Resource Center on June 21st at Washington Park.

g) Commission on Aging, Debra Jupka

Debra Jupka was not present. Dan Idzikowski mentioned that the Jon's report covered it. The Commission on Aging continues to be very active. Members of this board are now members of those commissions and committees. Kent Mayfield was just appointed to the Advisory committee on the Commission on Aging. Commissioners mentioned that Pride Fest is coming up soon. Commissioner Meunier suggested to try to set up a booth to hand out information.

VII. ADJOURNMENT: Meeting adjourned at 11:54 a.m. (Mayfield Moved, Meunier Second)

The next ADRC Governing Board meeting will be June 21, 2022, at 9:30 a.m. a virtual meeting.

Respectfully submitted,

Christel Colorado

Executive Assistant